



CHUCK e. FOCUS

Week 21 – May 25, 2018

CHECK OUT THESE NUMBERS!

**SHOUT OUT TO THESE OUTSTANDING RESTAURANTS FOR
MAKING THE TOP 10 IN SALES INCREASE LAST WEEK!**

Restaurant	2017	2018	YOY
1. Doylestown, PA #762	\$12,712	\$26,679	109.9%
2. Annapolis, MD #050	\$14,097	\$26,203	85.9%
3. Manassas, VA #118	\$29,835	\$49,184	64.9%
4. Leominster, MA #753	\$9,567	\$15,650	63.6%
5. Brick, NJ #500	\$14,615	\$23,353	59.8%
6. Charleston, SC #966	\$10,705	\$16,745	56.4%
7. Port Orange, FL \$776	\$24,013	\$36,984	54.0%
8. Superior, CO #711	\$18,565	\$28,462	53.3%
9. Orlando Intl Dr, FL #718	\$26,056	\$39,692	52.3%
10. Poughkeepsie, NY #505	\$14,912	\$22,497	50.9%



RUBY PIN earner

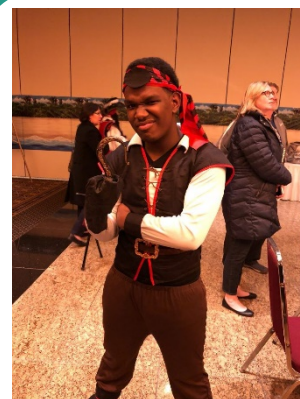


Ashley Hanley ~ One of the true prides and joys for team Avon #674! With only 9 months with Chuck E, Michele Beavan is more than happy to present her with her well earned Ruby Pin! Ashley is always trying to be one step ahead to make sure her party parents don't have to worry about a thing while they are there. She does her best to make sure everyone at the party has a good time and goes out of her way to make the birthday star feel special. Guests could not be happier with the service Ashley provides to them!

~ The party was orchestrated by Ashely who superbly entertained all of our guests. She continuously looked for ways she could make us further happy. We really appreciated what she did! Awesome job! We will be back for our son's 4th birthday next year, extremely happy with everything! ~
~ The whole experience was great! The party host Ashley was great and involved and made sure the kids and adults were satisfied. Thanks again for everything! ~
~ Ashley was an absolute great host and has outstanding customer service. She was available at all times during the party. ~

SPOTLIGHT OF THE WEEK

cast member



NORTHEAST

Meet TJ Hughey, Cast Member in restaurant #080 Canton. TJ has been a super star with Chuck E. Cheese's for 8 months now and counting! His hospitality and dedication to Chuck E. is awesome! He is a die hard Chuck E. Cheese fan, and does theater in his free time. He truly is one of the best and does a great job!

**The Support Center will be closed on Monday, May 28th in observance of
Memorial Day. We will re-open for regular business hours
on Tuesday, May 29th.**



a&b moments...

I just wanted to write a compliment for one of your workers. Keith was simply amazing from the time we walked in all the way through the end of our visit. Being a Store Manager in the retail world it was so nice to be treated in the amazing fashion that Keith provided. I am a veteran and Keith also acknowledged that. It was an all around great day with my family and I wanted to make sure that he gets recognized for standing out.

Northeast Region
Jersey City, NJ #484
RVP Chris Kelly
DM Yuri Pena
GM James Zega
Cast Member Keith

Our host, Sebastian, was AMAZING! He was on the spot, ready to help and so kind and generous! He made my 5 year old's birthday a fabulous experience. I can't say enough about him and I pray he will be rewarded in some special way for making my son's birthday so special. Thank you, Sebastian, you are an angel!

Southeast Region
Amarillo, TX #937
RVP Bill Eich
DM Kelli Kasper
GM Tamika Crosby
Cast Member Sebastian



anniversaries

15 YEARS

Shameka Knight ~ 050

10 YEARS

Hildebrando Perla ~ 774

Jean Belleus ~ 849

5 YEARS

Alysa Irvin ~ 102

Skyler Stuckey ~ 119

Sandra Ramos ~ 397

Shannon Steele ~ 420

My daughter had her birthday party on Sunday, Feb 11th. Our party host was Melissa. Her customer service was beyond exceptional! She made the party go off without a hitch! She helped with the guests that didn't RSVP and made sure everything was perfect! She took care of all the stress and let us enjoy the party! At the end of the night we dealt with Heather the manager and she was excellent as well! Just wanted to let you know about your exceptional staff members that made my daughters party perfect!

Western Region
Rohnert Park, CA #399
RVP Jim Brawley
AD Wayne Casey
GM Taylor Reynolds
Cast Member Melissa

sales contest

This is the final weekend for our XL Sales Contest!

Who will come in first in each DISTRICT, REGION, AND OVERALL?

Leading Restaurants Per District

Cindy Light

1. Torrance, CA #358

Arshad Khan

1. Bell, CA #446

Wayne Casey

1. Sacramento, CA #410

Patricia Cedillo

1. Murrietta, CA #414

Tim Kerum

1. Costa Mesa, CA #421

John Chudzinski

1. Grand Junction, CO #708

Steve Charlebois

1. Glendale, CA #634

Frank Cassar

1. N. Edmonton, AB #835

Tony Reynolds

1. Tacoma, WA #626

Todd Bell

1. St. Louis South, MO #855

Louis Deignan

1. East El Paso, TX #852

Adam Shafran

1. Gilroy, CA #373

Denny Lynch

1. Olathe, KS #665

Chad Estrada

1. Grand Rapids, MI #828

Daniel De Los Santos

1. Flushing, NY #647

Denny Sanders

1. Boardman, OH #552

Shawna Vazquez

1. New Hartford, NY #646

Dan Bessemer

1. Altoona, PA #449

Mike Svoboda

1. Bel Air, MD #502

Yuri Pena

1. Union, NJ #542

Angela Brewer

1. Peoria, IL #360

Troy Watring

1. Villa Park, IL #686

Ali Elali

1. Springfield, OH #938

Richard Balboni

1. Dartmouth, MA #751

Susan Jensen

1. Manassas, VA #118

Jon Fiorentine

1. Deptford, NJ #481

Dustin Gasper

1. Racine, WI #726

Alex Sergeychik

1. Sioux City, IA #656

Eric Bargas

1. Wichita Falls, TX #309

Nestor Rivera

1. Jacksonville, FL #062

Frank Ramirez

1. Houston Gulfgate, TX #591

Hashem Saadat

1. Hickory, NC #382

Anthony Chapa

1. Norman, OK #893

Bill Pressel

1. McAllen, TX #588

Seneca Gray-Robinson

1. St. Petersburg, FL #460

Brian Pitre

1. Baton Rouge, LA #767

Jim Hamblen

1. Chattanooga, TN #969

Daniel Smoote

1. Houston, TX #571

Peter Panunzi

1. Boynton Beach, FL #781

Kelli Kasper

1. White Settlement, TX #090

Joe Risnear

1. Atlanta, GA #729

Michele Beavan

1. Ft. Wayne, IN #946

Maurice Chandler

1. Tuscaloosa, AL #803

Leading Restaurants per Region

Southeast Region

- 1. White Settlement, TX #090
- 2. Ft. Wayne, IN #946
- 3. Wichita Falls, TX #309

Northeast Region

- 1. Altoona, PA #449
- 2. New Hartford, NY #646
- 3. Racine, WI #726

Western Region

- 1. N. Edmonton, AB #835
- 2. East El Paso, TX #852
- 3. S. Edmonton, AB #834

Leading Restaurants Company Wide

- 1. White Settlement, TX #090
- 2. Ft. Wayne, IN #946
- 3. N. Edmonton, AB #835
- 4. Wichita Falls, TX #309
- 5. Altoona, PA #449



DISHWASHER & CHEMICALS

How To Request Service:

- Use the 'reference guide' to find the equipment or product to service
- The chart will give you which work process to use for service, along with the correct vendor choice
- Making sure you use the correct work process and vendor will help you avoid service delays

Product and Equipment	Work Process	Service Vendor
Jackson Dishwasher Owned Service	Varisae	GCS in Verisae = Ecolab Equipment/SmartCare
Hobart Dishwasher Owned Service	Varisae	Hobart
Dishwasher Chemicals Owned, Detergent	PFS	Ecologic
Dishwasher Chemicals Owned, Sanitizer	PFS	Ecologic
Dishwasher Chemicals Owned, Rinse Agent	PFS	Ecologic
Chemical Dispensers, Window E13, Sanizer C18, All Purpose E14, Degreaser E2	PFS	Ecologic
Hand Soap Dispensers, Bathrooms, Employee Sink	Ecologic Direct	Ecologic
Hand Soap for Dispenser	PFS	Ecologic
Rodent Control	Verisae	Ecolab Pest
Bug Control	Verisae	Ecolab Pest



RISK management

TIP OF THE WEEK:

Discard expired food immediately!



UPdAted cake DISPLAYS



This week everyone should be receiving new and improved cake display molds!



For detailed information on how and where to display these new cake molds, please refer to the information sheet sent out by purchasing. This information sheet can also be found through the new [Sharepoint portal!](#)

Questions? Please contact purchasing at purchasing@cecentertainment.com



GET MORE In 2018

245,600 verified sign ups!

Continue to strive for 5 new members per day!

You can make an **IMPACT!**

Boys & Girls Clubs of America

Support the communities we live and work in to make a positive difference in a child's life.

Selling Tips

Ask every birthday party to add a dollar to their tab.

At cash, ask each guest to "round up" or donate their remaining change. Use
"other amount button" on POS on BGCA screen.

Example Verbiage: "Your total is 5.25. Would you like round up and donate
0.75 to Boys and Girls Club?"

BGCA HALL OF FAME



Did you know...

Michael Jordan

Jennifer Lopez

Denzel Washington

"Sugar" Ray

Leonard

Hulk Hogan

Jason Derulo

Shaun White

Trey Songs

Kerry Washington

Mark Walberg



....were all BGCA club kids!?!?



And our very own
influencer **Mario
Lopez.**



Total Goal:

\$150,000

Remaining Goal: \$99,398
\$15 per store/day and we can
make it to surpass the \$100,000
mark

WHAT ARE BGCA KIDS FACING?

11.3*
MILLION

school-age children
are home without adult
supervision after school



NEARLY
1 OUT OF **5**
young people
lives in
POVERTY





**coming
soon**

MFF Contest

**Its Summertime, which means its about time for
another My Favorite Fun Company Wide Contest!**

When: July 2nd – July 29th

**AOI Contest Showdown!
Stay tuned for more details coming soon!**

3RD QUARTER LTO



Triple Pepperoni Pizza
(US Only)



Mediterranean Pizza
(Canada Only)

More details coming soon!

AYCP – ITS COMING!

NEW

ALL YOU CAN PLAY

ANY GAME. ANY DAY.

The official Training Manual and Validation form is now
up on Sharepoint on the L&D Page!
Feel free to download and start learning!

Copies of training manuals will soon be arriving in
your restaurant for everyone's training session, please
keep your eyes open for these to soon be arriving
close to your training date.

If you have any questions, please reach out to your
Regional L&D Manager at
learning@cecentertainment.com



CREDIT CARD SIGNATURES

By now, almost everyone should now be rolled
out with the new credit card authorization! With
no longer needing signatures, what should you
do about chargebacks?

Answer: With the addition of EMV (the chip card)
the liability for chargeback is off of Chuck E.
Cheese's and on to the card issuer. Restaurants
still need to keep the slips for 90 days
according to the Admin Guide, and any dispute
that has a transaction date before your go live
date would still need to be scanned in to Cash
Accounting.

If you have any further questions, please email
learning@cecentertainment.com



OPERATIONS

MY FAVORITE FUN



**Employee
Appreciation Day
Bowling Event!**

*~ Team Melrose Park
#054 ~*

**Fun times with
the DM's!**

*~ Team Naperville
#097 ~*



CHUCK E. CHEESE'S



HOT JOBS

General Manager

560 ~ Mobile, AL	494 ~ Staten Island, NY
353 ~ Palm Desert, CA	513 ~ Queens, NY
355 ~ Valencia, CA	526 ~ Syracuse, NY
367 ~ Ladera Heights, CA	737 ~ Columbus, OH
379 ~ Concord, CA	831 ~ Windsor, ON
414 ~ Murrieta, CA	533 ~ Wilkes Barre, PA
447 ~ La Mirada, CA	541 ~ Scranton, PA
787 ~ Walnut Park, CA	860 ~ Sioux Falls, SD
721 ~ Englewood, CO	365 ~ Nashville, TN
687 ~ Riverpoint, IL	970 ~ Memphis, TN
794 ~ Maple Grove, MN	580 ~ Valley View, TX
480 ~ Middletown, NJ	338 ~ Burlington, WA

Tech Manager

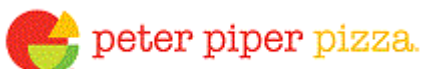
041 ~ Bakersfield, CA	341 ~ Kokomo, IN	892 ~ Edmond, OK
108 ~ Redwood City, CA	092 ~ Waldorf, MD	967 ~ Columbia, SC
321 ~ Newark, CA	770 ~ Frederick, MD	055 ~ Knoxville, TN
406 ~ Huntington Beach, CA	457 ~ Lowell, MA	970 ~ Memphis, TN
418 ~ Sun Valley, CA	753 ~ Leominster, MA	416 ~ Arlington, TX
439 ~ National City, CA	713 ~ Southgate, MI	572 ~ Woodlands, TX
073 ~ Matteson, IL	499 ~ Hicksville, NY	928 ~ Midland, TX
	637 ~ Greensboro, NC	

Regional Positions

New Unit Opener/Assistant Regional L&D Manager

Western Region

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions



interested in a peter piper opportunity?

General Manager
General Manager

Tower Plaza, AZ #1282
Casa Grande, AZ #1285

Please visit <http://www.peterpiperpizza.com/search-jobs.html> to review all open Peter Piper Pizza positions